# Indiana First Steps Quality Improvement Plan

## Third Quarter QIP

### Indicator: 4 – Family Outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Strategy update from last quarter:</th>
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<tbody>
<tr>
<td>Cluster C will meet their target for families knowing their rights, effectively communicate their children’s needs, and help their children develop and learn</td>
<td>Cluster C is out of compliance for this Indicator, Family Outcomes. Cluster C will continue to implement the strategies that were written from the Second Quarter QIP.</td>
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### Explanation of Data:

**Quarterly Data: Out of Compliance**

- **A: Know Their Rights (93%/97%)**
- **B: Effectively Communicate Their Children’s Needs (93.7%/97%)**
- **C: Help Their Children Develop and Learn (91.4%/97%)**

Cluster C is out of compliance for this Indicator. We will continue to implement the strategies that were written from the Second Quarter QIP. The target for this indicator has recently changed. We are out of compliance for ‘A: Know Their Rights’ but are in compliance for ‘B’ and ‘C’.

Cluster C had a Procedural Safeguards training on June 5<sup>th</sup>, 2015 during our Staff Meeting. We believe this will help our coordinators to better explain procedural safeguards to families.

### Strategies (Who is responsible/timeline/evaluation):

- **October 2014**, SPOE Director and Coordinator Supervisor are completing individual supervision meetings on a monthly basis with service coordinators.

- **Team Meeting on July 16<sup>th</sup>, 2015**, the Service Coordinators will review the process to complete Exit Surveys with families at their last quarterly meeting. We also will remind the coordinators about completing Exit Summaries over the phone when they are unable to meet with the family face to face.

- **At our Team Meeting on July 16<sup>th</sup>, 2015**, we will discuss the following items with the Service Coordinators:
  - Emphasize to families the importance of actively participating in therapy sessions; communicate their child’s progress/needs, and implementing strategies provided by the therapists in their daily routines.
  - Overviewing/Explaining procedural safeguards to families.
  - Service Coordinators will explain to the families how important their feedback is and will encourage their families to complete it.

- **By the end of July 2015**, Coordinators will complete the FSCT-Family Centered Approach to Procedural Safeguards Training. This will allow coordinators to have more knowledge of
Third Quarter QIP

| Procedure safeguards and in turn be able to explain them to families in a clear and precise way. |

**List barriers to accomplishing strategies and how to address them:**

It can be a challenge for some families to actively participate in therapy sessions and implement the strategies given by the providers. Service Coordinators will continue to emphasize the importance of family participation during their monthly contacts and quarterly face-to-face meetings.

**Resources needed:**

- [ ] State Clarification
- [ ] IIDC
- [ ] Training
- [ ] Mentoring
- [X] Other: Internal Training

**Explain:**

Cluster C will continue to need ongoing internal training to better help our families.

**Stakeholder Collaboration:**

Coordinators, Management Team

Team Meeting: July 16, 2015 – We will review with our coordinators about the importance of completing Exit Summaries with the families and we will give the coordinators more ideas on how to encourage their families to complete them.